

SECTION J – ATTACHMENT II
BUSINESS AND TECHNICAL MANAGEMENT QUESTIONNAIRE

PART 1 – Volume I – Business and Technical Management Questionnaire

FACTOR 1 - SERVICE / DELIVERY

Sub-Factor 1 – IMPLEMENTATION PLAN / SCHEDULE [Reference Section C.3.2]:

Question: Does your firm commit – as part of your offer – to meet the targeted implementation requirement? YES/NO – If your answer is yes, please provide your firm’s description for ensuring successful implementation. (1 page maximum)

Sub-Factor 2 – RETURN PROCESS [Refernce Section C.4.5.10]:

Question: Does your firm commit – as part of your offer – to meet the terms of this requirement? YES/NO - If your answer is yes, please provide a description of the methodology your firm proposes in order to satisfy the requirement. (1 page maximum)

Sub-Factor 3 – LARGE ITEM DELIVERY [Reference Section C.4.5.4]:

Question: Does your firm commit – as part of your offer – to meet the terms of this requirement? YES/NO - If your answer is yes, please provide a description of your firm’s delivery terms. (1 page maximum)

Sub-Factor 4 – CONUS DELIVERY [Reference Sections C.4.5.1 & C.4.5.2, and Section J – Attachement IX – Ship To Location and Purchase Quantities]:

Question: Does your firm commit – as part of your offer – to meet the terms of this requirement? YES/NO - If your answer is yes, please provide a description of your firm’s CONUS delivery process. The description shall include any exceptions to the targeted delivery schedule requirements. (1 page maximum)

Sub-Factor 5 – OCONUS DELIVERY [Reference Section C.4.5.3, and Section J – Attachement IX – Ship To Location and Purchase Quantities]:

Question: Does your firm commit – as part of your offer – to meet this requirement? YES/NO - If your answer is yes, please provide a description of your firm’s OCONUS delivery process.. (1 page maximum)

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Sub-Factor 6 – WEB PORTAL / INTERNET ORDERS: [Reference Section C.4.3.5]:

Question: Does your firm commit – as part of your offer – to meet the terms of this requirement?
YES/NO - If your answer is yes, please provide a description of your firm’s proposal to provide an internet based web portal with the characteristics stated therein. In addition, please provide a website address, guest logon name, and password to non-restrictive custom website (beta site or available to any federal customer) if applicable. (2 page maximum)

Sub-Factor 7 – BACK ORDERS: [Reference Section C.4.5.8]:

Question: Does your firm commit – as part of your offer – to meet the terms of this requirement?
YES/NO - If your answer is yes, please provide a description of your firm’s process for notifying customers of back-orders or scheduled delivery delays. (1 page maximum)

Sub-Factor 8 – REPORTING: [Refernce Section C.4.6]:

Question: Does your firm commit – as part of your offer – to meet the terms of this requirement?
YES/NO (1 page maximum)

Sub-Factor 9 – CONTINUOUS COST SAVINGS [Reference Section C.4.6.2]:

Question: Does your firm commit – as part of your offer – to meet the terms of this requirement?
YES/NO - If your answer is yes, please provide a description of your firm’s proposal to assist the FAA in reducing cost by analyzing spending and making recommendations to achieve cost efficiencies (1 page maximum)

FACTOR 2 - QUALITY ASSURANCE

Sub-Factor 1 – INVENTORY [Reference Section C.4.5.11]:

Quesiton: Does your firm commit – as part of your offer – to meet the terms of this requirement?
YES/NO - If your answer is yes, please provide a description of your firm’s inventory system, distribution model, and delivey process. (1 page maximum)

Sub-Factor 2 – EMAIL ORDERS [Reference Section C.4.3.6]:

Question: Does your firm commit – as part of your offer – to meet the terms of this requirement?
YES/NO – If your answer is yes, please provide a description of your firm’s “Email Order” process.

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Sub-Factor 3 – DISASTER RECOVERY PLAN [Reference Section C.4.5.12]:

Quesiton: Does your firm commit – as part of your offer – to meet the terms of this requirement?
YES/NO - If your answer is yes, please provide a description of your firm’s existing plan that ensures continual operations for the FAA across a wide range of potential emergencies. At a minimum the objectives of this plan shall include:

- Ensuring the continuous performance of an company’s essential functions/operations during an emergency;
- Protecting essential facilities, equipment, sensitive records, and other assets;
- Reducing or mitigating disruptions to operations;
- Reducing loss of life, minimizing damage and losses;
- Achieving a timely and orderly recovery from an emergency and resumption of full service to customers.

(2 page maximum)

FACTOR 3 – PAST PERFORMANCE

Offerors shall submit the following information as part of their response to this factor I proposal via Section J Attachment I Past Performance Questionnaire, in response to this factor:

- (3) Completed Past Performance Questionnaires that represent (3) contracts completed during the past 3 years and/or contracts currently in process for projects similar in size, scope, and complexity to the requirements stated in Section C. Contracts listed may include those entered into by other departments and agencies of the Federal Government, and contrasts with large commercial customers.

(See Section J Attachement I - Past Performance Questionnaire)